

Consumer Satisfaction Summary

Mar-09

Q1 = Registry staff was prompt, reliable and friendly
Q2 = Received a list of IP's within 48 hours
Q3 = Referral list was up-to-date and correct
Q4 = I was able to hire from the Registry
Q5 = My overall experience was good and I would use again.



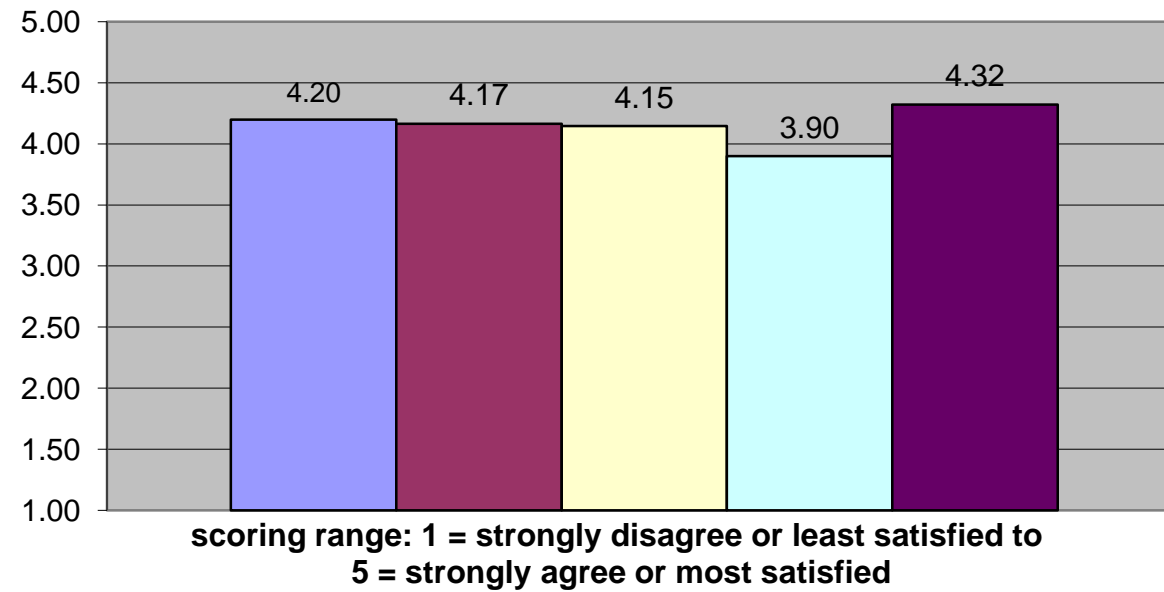
						Avg Scr by					Avg scr by		cross-check
Site	Q1	Q2	Q3	Q4	Q5	Site	Svc Area	Prcntg	# Sent	# Ret	#return'd	raw scores	
EC	4.67	4.33	4.67	4.67	4.67	EC	4.60	92.00%	7	3	13.80	69	
King	4.00	4.00	4.33	4.33	4.67	King	4.27	85.33%	8	3	12.80	64	
NC	5.00	5.00	5.00	5.00	5.00	NC	5.00	100.00%	9	3	15.00	75	
NE	5.00	5.00	5.00	5.00	5.00	NE	5.00	100.00%	4	2	10.00	50	
NW	4.00	3.75	3.50	3.00	4.25	NW	3.70	81.25%	10	4	14.80	74	
Oly	1.00	1.00	2.00	1.00	1.00	Oly	1.20	24.00%	4	1	1.20	6	
Pac	4.00	4.80	4.40	4.00	4.20	Pac	4.28	85.60%	15	5	21.40	107	
Prc	4.38	4.25	3.63	3.25	4.75	Prc	4.05	85.38%	26	8	32.40	162	
Sno	5.00	5.00	5.00	5.00	5.00	Sno	5.00	100.00%	3	1	5.00	25	
SC	4.57	4.14	4.29	4.14	5.00	SC	4.43	91.43%	17	7	31.00	155	
SS	4.60	4.80	5.00	4.60	4.80	SS	4.76	95.20%	21	5	23.80	119	
SE	4.67	5.00	4.67	5.00	5.00	SE	4.87	97.33%	14	3	14.60	73	
SW	3.17	2.67	3.00	2.17	3.17	SW	2.83	58.00%	20	6	17.00	85	
Spo	4.71	4.57	3.57	3.43	4.00	Spo	4.06	81.14%	21	7	28.40	142	
Scores	4.20	4.17	4.15	3.90	4.32	Score	58.04		179	58	241.20	1206.00	total raw score
total avg score return'd divided by total number returned =											58	25.00	divided by total possible score/survey
divided by total questions per survey =											5	48.24	equals
equals weighted average											83%	58	dvd'd by total responses recv'd
												83%	equals weighted average

Scoring Key:

- 1 - 1.9 = Strongly Disagree
- 2 - 2.9 = Disagree
- 3 - 3.9 = Neutral
- 4 - 4.9 = Agree
- 5 = Strongly Agree

% Overall Return Rate	32.40%
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Consumer Satisfaction Summary - by Question, Jan 2009



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